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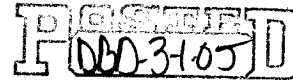
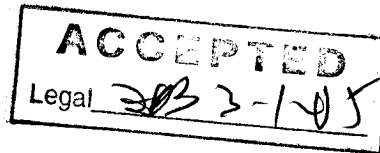
Barbara G. Ward
400 Southhampton Drive
Irmo, SC 29063

781-3817

PROTESTANT

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2005 MAR - 1 AM 9:52
SC PUBLIC SERVICE
COMMISSION

February 28, 2005

Public Service Commission of South Carolina
Attn Docketing Department
P O Drawer 11649
Columbia, SC 29211

RE: Protest Carolina Water Service Rate Increase

I live in the Stonegate Subdivision of Irmo, Richland County, SC. My water provider is Carolina Water Service, Inc. (CWS). Please accept this letter as my formal protest for any rate increase to Carolina Water Service, Inc. Also, as President of the Stonegate Neighborhood Association, accept this letter as Stonegate Neighborhood's formal protest for any rate increase to Carolina Water Service, Inc.

I have been a consumer of CWS since 1986. Their rates are too high and the PSC **should not** approve any rate increase to CWS. The water quality is poor and their repair work to their broken water mains has been poor and neglect in my neighborhood, specifically to my property. I have recently filed a complaint to the PSC and DHEC on February 15, 2005 regarding a broken water main for over 2 years affecting my property and poor quality residential water. I had reported their leakage on several occasions to CWS over the past two years without results.

I would be more inclined to agree with a rate increase if they, CWS, had provided a higher quality water to the consumers of Stonegate and if CWS would not have neglected their water lines in Stonegate over the years. I don't feel that I, nor the other residents of Stonegate, should pay any additional monies to CWS for services not rendered or for their neglect. Perhaps if CWS would promptly repair broken water lines, they might not have had water shortages in my neighborhood, thus a shortage in their profits. A rate increase should not be allowed for CWS's neglect and errors in how they run their operations.

The Public Service Commission should mandate that Carolina Water Service be more responsible to it's consumers in providing quality water and water main repairs prior to any rate increase.

Again, I strongly disagree and protest any rate increase to Carolina Water Service.

Sincerely,

Barbara G. Ward